

DEPARTMENT OF THE NAVY  
BUREAU OF NAVAL PERSONNEL  
WASHINGTON, D.C. 20370-5000

IN REPLY REFER TO

BUPERSINST 1700.23  
Pers-651  
24 JUN 1992

BUPERS INSTRUCTION 1700.23

From: Chief of Naval Personnel

Subj: NAVY INFORMATION, TICKETS, AND TOURS (ITT) AND CONTRACTED  
LEISURE TRAVEL PROGRAMS

Ref: (a) BUPERSINST 1710.11B, Navy Recreation Operational  
Policies  
(b) NAVCOMPTNOTE 7000 of 8 Dec 89 (NOTAL)  
(c) Recreation and Mess Central Accounting System  
(RAMCAS) User Handbook  
(d) DODINST 4500.42, DOD Passenger Transportation,  
Reservation and Ticketing Services  
(e) NAVMILPERSCOMINST 4650.2A, Navy Passenger  
Transportation Manual

Encl: (1) Definitions  
(2) ITT Program Operation  
(3) Tour Program  
(4) Entertainment Ticket Program  
(5) Contracted Leisure Travel Program

1. Purpose. To provide revised policy and guidance for the operation and management of an Information, Tickets, and Tours (ITT) program and the solicitation and monitoring of leisure travel contracts in order to ensure and promote quality recreation programs per reference (a). This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. NAVMILPERSCOMINST 1700.6.

3. Policy and Scope. The policy of the Navy is to provide naval personnel and their family members with programs which effectively contribute to their quality of life. The Navy recognizes the important function of the ITT program, including contracted leisure travel services, in enhancing morale and enriching the leisure time of patrons within the Navy community. The policy and guidance set forth in this instruction shall be applicable to all Morale, Welfare, and Recreation (MWR) managed ticket, tour, and leisure travel programs operated on Navy installations. Terms used in this instruction are contained within enclosure (1).

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a. Enclosure (2) provides guidance for the operation of the ITT program as an element of the Navy MWR Program.

5. Action. Commanding officers shall ensure compliance with the requirements set forth in this instruction.

Rear Admiral, U.S. Navy  
Deputy Chief of Naval Personnel

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	Navy Information, Tickets, and Tour Directors	

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DEFINITIONS

1. Base Travel Offices

a. Leisure Commercial Travel Office (CTO). A competitively contracted commercial travel agency providing a full range of leisure travel services.

b. Official Commercial Travel Office (CTO). A contracted commercial travel agency providing official travel reservation and ticketing services at Navy installations.

2. Navy Passenger Transportation Authority

a. Chief of Naval Personnel (CHNAVPERS). Responsible for administering the Navy official passenger transportation and leisure travel programs worldwide.

b. Personnel Support Activity Detachment (PERSUPPDET). Provides pay, personnel, and official passenger transportation services to all Navy sponsored passengers. PERSUPPDETs may be complemented by an official CTO.

c. Navy Passenger Transportation Office (NAVPTO). Provides traffic management expertise, professional transportation advice, assistance, and official transportation service to Navy commands and activities in the Personnel Support Activity (PERSUPPACT) area of responsibility. NAVPTOs are complemented by an official CTO.

d. Military Traffic Management Command (MTMC). The executive agent for surface transportation in the Continental United States. Agency responsible for establishing safety standards, and terms and agreements for transportation of Department of Defense passengers, including bus transportation.

3. Point-to-Point Travel. Reservation and ticketing service that does not include group travel or tour arrangements. Purpose is to provide individual personal transportation from an origin point to a destination point.

4. Familiarization (FAM) Tour. A complimentary or reduced rate travel program for travel arrangers that is designed to acquaint them with a specific destination to stimulate sales.

5. Compensation Ratio. A travel industry standard used as an incentive for group travel programs by offering a free package or seat to a trip leader/organizer for filling a tour. Generally one free package for every twenty seats sold (1:20).

**ITT PROGRAM OPERATION**

1. Program Objectives. Information, Tickets and Tours (ITT) programs should:

a. Promote and provide a wide variety of recreational opportunities for eligible patrons which encourage the cultural and social well being of an individual.

b. Provide a balanced program which addresses the leisure needs of all eligible patrons within the military community, e.g., single sailors, families, officers, retirees, and civilians.

c. Support Navy readiness and retention by promoting recreational activities that enhance the quality of life by providing constructive leisure time opportunities and esprit de corps.

2. Eligibility. Active duty military, family members, retirees, and other authorized patrons, as provided for in reference (a), are authorized to use ITT programs.

3. Funding. ITT program is a Category B activity and is authorized use of appropriated funds (APF) per reference (b).

a. Fees and Charges. The commanding officer shall approve fees and charges for ITT services.

b. Program Elements. The following functions can be used individually or in combination to provide an ITT program:

(1) Information sources including, but not limited to: brochures, flyers, maps, information booklets, and associated materials providing information on recreation, cultural events, entertainment, sporting events, and amusements both on and off base.

(2) Tickets for entertainment such as shows, dinner theaters, concerts, plays, athletic events, movie tickets, and special events. Tickets are secured by one of the following five methods: consignment, pre-paid, contracted, networks, or promotion. Locally determined administrative fees may be added to the ticket price to offset costs.

(3) Tours providing ground transportation to sporting events, musical performances, cultural, and historical points of interest. Included are specialty tours for elements of the Navy community, e.g., military units, officers, single sailors, youth groups, or retirees.

TOUR PROGRAM

1. Programming Objectives. The objective of an ITT Tour Program is to provide access to cultural, recreational, social, and educational opportunities.

2. Transportation Resources. The following transportation resources are authorized for use by MWR:

- a. Base transportation.
- b. MWR owned and operated transportation.
- c. Contracted commercial services.

3. Personnel Policies

a. Gratuities - Tour directors/guides/escorts employed by MWR Departments may accept free or partially free transportation, accommodations, and meals provided that:

(1) Intention to develop a formal contract or agreement is acknowledged by both parties;

(2) Individual is placed on temporary additional duty (TAD) if accepting free or subsidized travel; and,

(3) Travel vouchers are submitted with proposed tour agreement reflecting appropriate deductions for services received.

b. Familiarization Trip - ITT personnel are encouraged to participate in familiarization (FAM) trips prior to signing formalized agreements and marketing these tours or destinations to the military community. The following conditions are required to authorize a "FAM Trip":

(1) Offer may not be solicited;

(2) Individual must be an MWR employee whose job involves planning tours;

(3) Individual must be in a TAD status;

(4) Area or place visited must be a reasonable tour destination.

**ENTERTAINMENT TICKET PROGRAM**

1. Ticket Programs. Entertainment ticket programs include:

a. Consignment Tickets - Tickets given to a consignee to sell with ownership held by the consignor until the sale is made. The ITT office may charge a nominal fee to the customer to provide the service or withhold a percentage of sales before paying the consignor as in an automated ticket contract.

b. Pre-Paid Tickets - Tickets purchased in advance for resale with ownership transferred from the vendor to the ITT office when the tickets are received from the vendor.

c. Contracted - Automated ticket service operated by MWR personnel under contract with a corporation which provides multiple ticket lines.

d. Network - Regional military networks consolidating purchasing power by combining sales volume.

e. Promotions - MWR activities may accept tickets from suppliers as premiums for promotion to authorized patrons. Authorized premiums are those whose minimal intrinsic value is less than \$ 5 retail, e.g., day-of-show tickets. ITT managers must document receipt of premiums and receive approval from the MWR director prior to acceptance.

2. Standard Operating Procedures. Standard operating procedures must be developed locally to guide daily operations and procedures.

3. Ticket Cash Controls. Attachments A through C are provided as sample formats for control sheets.

a. Ticket Inventory Sheet (attachment A)

b. Ticket Sales Sheet (attachment B)

c. Ticket Transfer Sheet (attachment C)

4. Designated Responsibilities. The MWR director is responsible for ensuring that personnel have been delegated specific responsibilities and that separation of duties exist where required. Critical responsibilities include: procurement/receiving authority, safe access, cash deposits, cash register keys, impartial observers, inventory, daily accounting, and monthly reconciliation.

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g. Returned Tickets - Tickets returned to the vendor must be forwarded with an inventory sheet and receipt. The ticket clerk and a disinterested party must verify the form by signature and forward a copy to the accounting department.

h. Physical Inventory - At the close of the accounting month, a complete physical ticket inventory with an impartial observer is required, categorizing each type of ticket by quantity and vendor. This report is forwarded to the accounting department to determine the monthly expense for each ticket type.

i. Monthly Ticket Expense - Accounting department uses the following formula to calculate monthly ticket expense:

For each vendor:

	Dollar amount of beginning monthly ticket inventory
+	Dollar amount of tickets purchased or received on consignment during the month (from PO and/or invoice)
-	Dollar amount of consignment tickets returned to Supplier
-	Dollar amount of end of month inventory
=	Monthly Ticket Expense

j. Reconciliation - Once the Monthly Ticket Expense has been determined for each type of ticket, the following entries are required:

(1) Record the expense for prepaid tickets by debiting account 55-787-XX and crediting account 00-163-00.

(2) Record the expense for consignment tickets, by debiting account 55-787-XX on a Remittance Statement With Check (RSWC) if you are making payment, or on an Accrual Journal Voucher (AJV) with an offsetting credit to account 00-201-00 if you will pay in the next month.

(3) Replace the XX department coding given in the above entries with the proper department number (20, 21, 22, or 23). Refer to the RAMCAS department descriptions for additional information.

(4) Any difference between the physical and perpetual inventory must be investigated and resolved within 5 working days.

k. Reports - The accounting department and the ITT office must maintain sales and inventory data for management information.

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TICKET INVENTORY SHEET

ATTRACTION: \_\_\_\_\_

LOCATION: \_\_\_\_\_

TICKET DESCRIPTION: \_\_\_\_\_

CONSIGNMENT: ☐ PREPAID: ☐

DATE	TICKETS RECEIVED	TOTAL TICKETS SOLD/TRANS OUT	TICKET NOs ON HAND BEGINNING/ENDING	TOTAL TICKETS ON HAND	COST VALUE	RETAIL VALUE

Attachment A of  
Enclosure (4)



TICKET SALES SHEET

ATTRACTION: \_\_\_\_\_

LOCATION: \_\_\_\_\_

TICKET DESCRIPTION: \_\_\_\_\_

CONSIGNMENT: ☐

PREPAID: ☐

DATE	TICKET NUMBERS BEGINNING/ENDING	TOTAL TICKETS SOLD	COST VALUE	RETAIL VALUE	SENDER/RECEIVER SIGNATURE

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CASH CONTROL PROCEDURES  
TICKET TRANSFER SHEET

ATTRACTION: \_\_\_\_\_

TICKET DESCRIPTION: \_\_\_\_\_

LOCATION: \_\_\_\_\_

TRANSFERS: ☐ IN ☐ OUT

CONSIGNMENT: ☐

PREPAID: ☐

(Recommended)

DATE	TICKET NUMBERS BEGINNING/ENDING	TOTAL TICKETS TRANSFERABLE	COST VALUE	RETAIL VALUE	SENDER/RECEIVER SIGNATURE

Attachment C of

CONTRACTED LEISURE TRAVEL PROGRAM

1. Program Objectives. To provide the military community with professional leisure travel services in conjunction with services offered by ITT programs. The Contracted Leisure Travel Program goes beyond the capabilities and intent of most ITT offices, and requires a cooperative relationship with a contracted travel provider.

2. Program Elements. The services of a contracted travel agency may include:

- a. Reservation and tickets for air, ship, rail, and bus.
- b. Air and ground tour packages (group and individual).
- c. Reservations for hotels, motels, and rental cars.
- d. Assistance with tourist passport/visas.
- e. Travel insurance.

3. Program Requirements

a. Needs Assessment. Prior to solicitation of a leisure travel contract, a needs assessment or Smart Compass Leisure Needs Survey analysis must be performed to determine potential sales volume and local demand levels. This assessment should include all market segments, e.g., active duty, family members, retirees, etc.

b. Contract Solicitation. Commanding officers shall establish a local contract management team to develop a Request For Proposal (RFP) to solicit bids for professional leisure travel services and establish target dates to implement each phase of the contract. Responsibilities of team members shall be designated in writing. Team member composition and responsibilities are:

(1) Legal officer who should advise on any legal aspects of the RFP.

(2) Transportation officer who should assure there is no conflict between official travel functions and the leisure travel RFP requirements.

(3) Contracting officer who should oversee the RFP and make the final decision on awarding the contract.

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h. Authorized Carriers. Leisure group travel must be accomplished through the use of air and land carriers authorized by the Military Airlift Command or the Military Traffic Management Command. This policy does not preclude the use of commercial travel providers by MWR activities carriers in overseas areas. MWR activities must coordinate with the local Passenger Transportation Officer (NAVPTO) to verify certification of potential carriers prior to contracting. Excluded from this policy is travel on foreign flag carriers when arranged per reference (d) or individually arranged leisure travel.

i. Exclusivity. The exclusivity for the individual point-to-point travel market cannot be guaranteed since there may be another Commercial Travel Office (CTO) on base assisting in the arrangement of official travel. Leisure travel arrangements made in conjunction with official travel are authorized at the request and convenience of the service member. A concession fee to MWR is required from travel providers arranging leisure travel services whether official or leisure CTOs.

j. Duplication of Services. Contracted leisure travel services will not be duplicated by ITT offices unless by mutual agreement. It will be at the discretion of the local command to determine which services will be provided by the ITT office and which by the contracted leisure travel provider.

k. Concession Fees/Rebates. Payments made to the MWR fund by the travel provider must be a percentage of net sales.

l. Location. The physical office space of the MWR leisure travel service must be separate from the "official travel office" per reference (d). The leisure travel office must be located in an area with consideration to visibility, parking (handicap access), traffic flow, and adjacent services. The office interior should be comparable to civilian travel agency facility standards.